



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

BAD CHECK ENFORCEMENT SPECIALIST

Class No. 005724

■ CLASSIFICATION PURPOSE

To plan, organize, direct, coordinate, and conduct the operation of the Office of the District Attorney's Bad Check Enforcement Program; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

The Bad Check Enforcement Specialist is a one-position class found only in the Office of the District Attorney's Fraud Division. Under supervision of a Deputy District Attorney, the incumbent develops, implements, publicizes, and coordinates contract and community activities relating to the Bad Check Enforcement Program. This class differs from the Paralegal series in that the latter is a generalist class series that conducts in-house interviews and investigations, and prepares preliminary reports in a wide variety of civil and criminal areas.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Develops and modifies procedures to implement and efficiently administer the Bad Check Enforcement Program.
2. Monitors contractual obligations and work performance under administrative agreement between the County and the contractor.
3. Negotiates modifications or new agreements as necessary.
4. Prepares and coordinates the development of procedural manuals, diversion class curriculum and training materials, and arranges for their reproduction and distribution; prepares educational materials on collection procedures or other related procedures for staff, clients, and the public.
5. Plans and organizes new and on-going training functions for staff and for clients.
6. Assists with the continuing education of staff in Non-Sufficient Funds (NSF) recovery activities through leading direct training sessions and writing handbooks or pamphlets.
7. Explains the program in public meetings and arranges for effective distribution of written materials.
8. Makes determinations and recommendations as to the eligibility of suspects to attend a diversion class.
9. Organizes, reviews, and compiles monthly workload statistics submitted by the contractor for administrative review.
10. Prepares educational materials on collection procedures or other related procedures for staff, clients, and the public.
11. Coordinates the development, implementation, and operation of a computerized accounting system for cash handling, revenue reporting, and restitution remittances.
12. Monitors and improves operation of restitution procedures and policies.
13. Reviews proposed policies, rules, and regulations for practicality and impact on total program.
14. Maintains close relations within the department, law enforcement agencies, court system, community businesses, and the public.
15. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Legal, accounting, financial, and banking terminology, forms, structure, and operating procedures of NSF restitution and diversion programs.
- Bad check detection, research, and investigation methods, techniques, and laws utilized in financial institutions and/or large public agencies.
- Principles and techniques of supervision and training.
- Basic cost and budgetary principles.
- General accounting, cash management, and banking procedures related to checks.
- Available resources and techniques necessary to resolve clients' complaints.
- Program goal setting, staffing, performance, and fiscal standards, controls, record keeping, and evaluation techniques.
- County customer service objectives and strategies.

Skills and Abilities to:

- Effectively manage time, set work priorities, and meet deadlines.
- Plan, organize, coordinate, review, and monitor work assignments of others.
- Collect, compile, and summarize information.
- Perform financial records research, investigation, and interpretation related to checks.
- Apply generally accepted accounting principles, laws, policies, and regulations in a bad check enforcement program.
- Develop and implement new and revised program methods and procedures.
- Prepare educational, informational, and technical program materials.
- Prepare clear, concise, and complete reports, records, logs, letters, and memos.
- Comprehend, analyze, and interpret laws, policies, and regulations, and apply them to work.
- Identify problems and develop an effective course of action.
- Exercise tact, judgment, and strategy with a variety of people, in a variety of situations.
- Communicate effectively orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. A bachelor's degree from an accredited college or university with major course work in criminal justice, public administration, finance, or a closely related field, AND one (1) year of experience performing bad check research/fraud investigation work preferably for a bank or large public agency; OR,
2. Four (4) years of experience performing bad check research/fraud investigation work, preferably for a bank or large public agency, one (1) year of which included the administration of a bad check research/fraud program.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: April 25, 1997
Reviewed: May 2004

Bad Check Enforcement Specialist (Class No. 005724)

Union Code: MM

Variable Entry: Y